

***BOYLE-SKENE
WATER ASSOCIATION, INC.***

General Water System Policies

Updated July 2013

General Water System Policies

Boyle-Skene Water Association, Inc.

Section I.

General

- 1.01** As authorized by the Bylaws of the Association, the Boyle-Skene Water Association, Inc. Board of Directors shall develop and implement policies that it deems necessary for the management and operation of the water system. Boyle-Skene Water Association, Inc. has adopted the following General Administrative Policies to serve as a guide for the management and operations of the water system.

Section II.

Non-Discriminatory Policy

- 2.01** In compliance of the federal Civil Rights Act of 1964, Boyle-Skene Water Association, Inc. does not discriminate against any eligible person or group of persons on the basis of race, color, religion, sex, age, national origin, political affiliation, familial preference, handicap, belief, or veteran status, or in any manner excluded from employment, promotion, or participation in any program administered or operated by Boyle-Skene Water Association, Inc. or deny benefits of any service or activity sponsored or provided by Boyle-Skene Water Association, Inc. This Non-Discriminatory Policy as adopted by the Boyle-Skene Water Association, Inc. Board of Directors prohibits such discrimination either in its employment, its service to its water system customers, its purchasing activities, and all other related activities. The responsibility for the implementation of this Policy rests with Boyle-Skene Water Association, Inc. Board of Directors. Boyle-Skene Water Association, Inc. shall seek to insure that all customers and applicants for service be treated equitably and given equal access to service, water quality, and water quantity without preference or discrimination.

Section III.

Drug-Free Workplace Policy

- 3.01** Pursuant to the federal Drug-Free Workplace Act of 1988, Boyle-Skene Water Association, Inc. has established this Drug-Free Workplace Policy. This Policy serves to protect Boyle-Skene Water Association, Inc., its employees, and others in addition to limiting liability and maintaining eligibility for receipt of future federal / state financial assistance. Boyle-Skene Water Association, Inc. is a drug-free workplace. No employee shall engage in the use, sale, manufacture, distribution, possession, or dispensing of prohibited drugs at any time. Boyle-Skene Water Association, Inc. will adhere to zero tolerance. A verified positive drug test will result in evidence of illegal drug use and the employee will be immediately removed from their safety-sensitive position and terminated. A breath alcohol test resulting in breath alcohol concentration of 0.02 or greater will result in the employee being immediately removed from their position and terminated. As a condition of employment, all employees shall abide by this prohibition and notify the Board of Directors of any criminal drug or alcohol statute conviction or a violation of this policy.

Section IV.

Sexual Harassment Policy

- 4.01** Pursuant to Title VII of the federal Civil Rights Act of 1964, Boyle-Skene Water Association, Inc. is committed to providing a workplace free of any manner of harassment which includes, but is not limited to, sexual harassment. Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature and includes both 'quid pro quo' and hostile environment.

Section V.

New Customer Service Policy

5.01 General Policy Statement

This policy is intended for those applicants for new water service to serve individual single-family dwellings, small businesses, and other purposes with estimated water usage not to exceed 10,000 gallons per month. Applicants with excessive needs or those applicants proposing a new development of a subdivision, business or industrial development are excluded from this policy and are covered in the Subdivision-Development Policy and / or Applicants with Excessive Needs Policy.

5.02 Water Users Agreement

All applicants for water service must first execute a Water Users Agreement and pay all applicable fees and a deposit before using water provided by Boyle-Skene Water Association, Inc. Applicants requiring the installation of new meters / service taps are required to also pay all applicable fees to connect to the sanitary wastewater system (if applicable) –OR– obtain a MDH Notice of Intent from the Bolivar County Health Environmentalist and submit this form to the Boyle-Skene Water Association, Inc.. All applicants must also provide a valid picture ID and proof of ownership or residency.

Security Deposit: (Refundable upon Termination of Services) Mobile Home	\$ 65
Security Deposit: (Refundable upon Termination of Services) Permanent Structure	\$ 65
Security Deposit: (Refundable upon Termination of Services) Renter	\$ 100
Membership Fee: (Non-Refundable Contributed Capital)	\$ 15
Water Tap Fee: (Non-Refundable Materials and Labor Costs of Installing Service)	
3/4" Meter	\$750
1" Meter	\$900
1 ½" Meter	\$2,000
Highway Road Bore Fee: (Non-Refundable Extra Charge if Main is on opposite side of road or highway)	COST OF CONSTRUCTION

5.03 Applicants with Excessive Needs

Applicants with excessive needs may require the upgrade of existing Boyle-Skene Water Association, Inc. facilities including its existing water mains, wells, pumps, or other related facilities. The costs for these upgrades shall be paid by the applicant unless Boyle-Skene Water Association, Inc. receives federal / state funding for the necessary upgrades.

5.04 Subdivisions / Developments

Applicants proposing to develop property (commercial, industrial, or residential) to serve more than one user shall adhere to the following procedures. All project related costs including but not limited to right-of-way procurement, engineering fees, attorney fees, construction costs, and inspection costs shall be paid by the applicant developing the property.

- 5.04.1 Any extension outside of the Boyle-Skene Water Association, Inc.'s Certificated Area of Need will require the Applicant reimbursing Boyle-Skene Water Association, Inc. for all legal costs, filing fees, and other fees required to petition the Mississippi Public Service Commission for an extension of Boyle-Skene Water Association, Inc.'s current Certificated Area of Need. The denial of the petition to extend the Boyle-Skene Water Association, Inc.'s CAN by the Public Service Commission does not relieve the Applicant of obligation to reimburse actual costs associated with the filing of the petition. However, this denial would prevent Boyle-Skene Water Association, Inc. from allowing the proposed extension of its main lines into the proposed area from proceeding.
- 5.04.2 The Applicant shall be responsible for procuring the services of a licensed professional engineer to provide cost estimates, design, and construction supervision of proposed extension. Boyle-Skene Water Association, Inc. reserves the right to have its engineer review the proposed design and make recommendations on necessary changes to the Applicant's extension design. If the Boyle-Skene Water Association, Inc. Board of Directors deem that this review by their engineer is required, all costs associated with the review shall be reimbursed by the Applicant. Boyle-Skene Water Association, Inc. reserves the right to deny approval of the design of the Applicant's proposed extension.
- 5.04.3 After the conditional approval by Boyle-Skene Water Association, Inc., the Applicant (or his engineer) shall submit design plans to MDH, Division of Water Supply, Planning and Approval Branch. Upon the Boyle-Skene Water Association, Inc.'s receipt of approval by MDH, the Board of Directors shall grant a Service Extension Agreement and Notice of Intent to Purchase Water Line Extension to the Applicant.
- 5.04.4 The Applicant shall pay Boyle-Skene Water Association, Inc. a negotiated inspection fee not to exceed 10% of the estimated total project cost for the purpose of the Association providing a Resident Inspector. The said Resident Inspector shall be allowed to inspect all construction activities. The Resident Inspector shall notify the construction contractor and the Applicant's engineer of any problem related to the construction of the proposed extension. Boyle-Skene Water Association, Inc. reserves the right to revoke the Notice of Intent to Purchase Water Extension if it is determined that

inferior workmanship or non-adherence to the approved design plans occurs during the construction of the extension and that the Applicant, his engineer, contractor or other agents do not comply with the recommendations of the Resident Inspector for corrective actions.

Upon the completion of construction, the Boyle-Skene Water Association, Inc. Board of Directors shall authorize the pressurization of the extension contingent to approval of the Resident Inspector's Final Report. The Applicant shall be responsible for obtaining all necessary bacteriological samples and for the costs associated with testing those samples by an approved EPA laboratory.

- 5.04.5 After successful bacteriological testing and approval by MDH and after other terms and conditions of the Service Extension Agreement and Notice of Intent to Purchase are completed, the Applicant shall sell the extension, final engineering plans, right-of-way easements and other required documentation to Boyle-Skene Water Association, Inc. for a sum not to exceed \$1.00.

5.05 Exceptions, Administrative Orders:

Boyle-Skene Water Association, Inc. can not extend service, connect existing meters for new service, or install new customer meters if the water system is near or over the physical capacity and / or if the MDH has issued an Administrative Order prohibiting the extension, connection, or installation of new customer service. Only after Boyle-Skene Water Association, Inc. has complied with the conditions of such an Administrative Order, can the Board of Directors authorize the extension, connection, or installation of new customers.

Section VI. Cut-Off Policy

6.01 Past Due, Late, and Delinquent Defined

The amount shown on the Boyle-Skene Water Association, Inc.'s monthly customer water statements are due when mailed. Any portion of the current amount that is not paid **BY DUE DATE** of the month is considered Late and is Past Due. A 10 % Late Fee will be assessed to the previously current portion of the customer balance once it becomes Past Due. Any customer owing a Past Due balance **10 DAYS AFTER IT IS PAST DUE** will have water service disconnected.

6.02 Restoring Terminated Water Service

Customers who have had their water service terminated due to having a Delinquent balance shall pay a Reconnection Fee of \$40 in addition to the entire current and delinquent balances plus any other applicable fees by cash or money order. Customers who have had their water service terminated but are receiving water through a meter that has had its locking device tampered with or removed without authorization from Boyle-Skene Water Association, Inc. shall pay a Meter Tampering Fee of \$ 250 in addition to the Reconnection Fee and all other amounts owed by the customer to Boyle-Skene Water Association, Inc.. If these charges are not paid within fifteen (15) days after notice is given of this policy, the Board of Directors may pursue criminal Utility Theft charges in addition to civil action to recover lost revenues and other fees.

Section VII. Water Rate Review Policy

7.01 Preparing the Annual Budget

Boyle-Skene Water Association, Inc. shall prepare an Annual Budget prior to the beginning of each fiscal year. If the water (and other applicable utility revenue accounts) is not projected to adequately cash flow the water system operations, the Board of Directors shall either make reductions in the expense budget and / or increase the water rates.

7.02 Five-Year Water Rate Review

At a minimum, Boyle-Skene Water Association, Inc. shall review its water rate structure annually. Based on the most recent financial compilation report, if total revenues do not exceed expenses by at least 10% and it has been at least five years since the last water rate increase, the Board of Directors should take steps to increase the water rates to adequately cover not only the current operational costs but also allow for future increases in expenses as a result of inflation and the cost of replacing capital components of the system.

Section VIII.
Distribution System Flushing and Hydrant Policy

8.01 Distribution System Flushing

It is the policy of Boyle-Skene Water Association, Inc. that all dead-end water mains on its distribution system be routinely flushed. Other lines or segments of lines should be flushed if the water is shut-off for any extended period of time or if necessary to correct customer complaints related to the aesthetic properties of water including odor, color, and / or taste. The logistics of the flushing program shall be determined by the Operator who should be cognizant of system hydraulics and the effects of flushing on pressure. All flushing activities shall be documented in the Flushing Log contained in the appendix of this policy and the total estimated amount of water shall be recorded in the Monthly Operating Report that is also contained in the appendix.

8.02 Hydrant Policy Statement

Boyle-Skene Water Association, Inc. provides potable water primarily for consumption by residential users and for limited usage by businesses and industry. Boyle-Skene Water Association, Inc. is not required to provide water for fire protection and due to the type and size of the water mains in the distribution system, Boyle-Skene Water Association, Inc. can not provide water for conventional fire pumper usage due to the risk of cavitation. All flush hydrants that have been installed may be used for FILL PURPOSES ONLY in the event of a fire emergency. It is the policy of Boyle-Skene Water Association, Inc. that no fire pumping unit be connected to the system for hard suction which may result in a vacuum causing cavitation of the distribution system's water mains.

Section IX.
Appendix to Boyle-Skene Water Association, Inc. General Policies

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Boyle-Skene Water Association, Inc.
Office Manager

Job Summary:

Under the supervision of the Board of Directors of Boyle-Skene Water Association, Inc., the Office Manager performs a wide variety of tasks necessary for proper financial management and operation of the utility. This is a full-time position paid per meter that works under minimum supervision. The position is hired by the Board of Directors. There is a six month probationary period. Evaluations are conducted at the end of the probationary period and annual thereafter during the month of the association's annual membership meeting.

Education and Experience:

Requires at minimum a high school diploma or equivalent and at least two years cash accounting experience working at a public or private organization, preferably with a high level of customer contact.

Other Requirements:

Because this position is charged with the responsibility of handling the cash assets of the association, the person filling this position must be bonded as a requirement by USDA/RUS and as a result no person with a felony criminal record can be considered for this position. This position also requires a basic knowledge of computer operation, preferably with experience with accounting or billing software. There will be no waivers granted to the above requirements.

Operational Duties:

- ☐ Maintains check registers, cash receipt journals, monthly disbursement and collections summaries. Prepares checks for Board of Directors approval and signature.
- ☐ Maintains employee records and timesheets and prepares payroll.
- ☐ Maintains vendor invoice claim files and completes a monthly claims docket to be presented to the Board of Directors along with the invoices and prepared remittance checks.
- ☐ Prepares bills by posting meter readings, printing and mailing bills each month.
- ☐ Receives, receipts, posts, and deposit all customer water payments.
- ☐ Prepares reports including aged accounts receivables, cut-off listing, consumption summaries, and billing registers.
- ☐ Accepts and maintains files for customer applications for new service, transfers, and termination of service in Individual Customer Account Files.
- ☐ Prepares necessary reports, bank statements, check registers and other information needed to be mailed to the external accountant in order for preparing employee tax deposits and monthly financial statements.
- ☐ Performs general office duties such as order office supplies as needed, answering correspondence and forwarding to appropriate addressees as needed, maintaining correspondence files, and other clerical tasks as assigned by the Board.
- ☐ Responds to emergency conditions according to Boyle-Skene Water Association, Inc.'s Standard Operating Procedures

Duties Related to the Management and Administration of the System:

- ☐ Advises and assists the Board of Directors regarding financial and administrative procedures.
- ☐ Advises and assists the Board of Directors in developing the Annual Budget.
- ☐ Assist external auditor in preparing the annual audit.
- ☐ Works closely with the Board of Directors and the Operator in procuring equipment, supplies, and outside services.
- ☐ Participates with the Board of Directors and consulting engineers in planning system improvements or expansions.
- ☐ Handles customer inquiries and complaints related to water service and billing.

Required Knowledge and Skills:

- ☐ Extensive knowledge of cash accounting procedures, internal controls, basic math principles, and basic office procedures.
- ☐ Working knowledge of computers, software applications, and office equipment.
- ☐ Ability to learn new software programs.
- ☐ Ability to sort, classify, code, and otherwise assist in the preparation of monthly financial statements.
- ☐ Skills in public relations and proper telephone etiquette.
- ☐ Ability to respond to inquiries from the public, provide assistance and routine information, and refer non-routine questions to the proper person.
- ☐ Ability to understand and follow oral and written instructions.
- ☐ Ability to communicate effectively orally and in writing.
- ☐ Ability to meet deadlines for billing, tax filing, reporting, and submitting financial information to external accountant.
- ☐ Ability to establish and maintain effective working relationships with the Board, staff, outside service providers, and the customers.

Boyle-Skene Water Association, Inc.
Operator

Job Summary:

Under the supervision of the Board of Directors of Boyle-Skene Water Association, Inc., the Operator performs a wide variety of tasks necessary for the efficient production and distribution of water for sufficient quantity and quality to meet customer demand. This position will be on 24 hour call everyday including weekends and holidays. If operator should be unavailable for any reason, he shall designate these duties to any qualified person of his choice. This position is to be hired by the Board of Directors. There is a six month probationary period. Evaluations are conducted at the end of the probationary period and annual thereafter during the month of the association's annual membership meeting.

Education and Experience:

Requires at minimum a high school diploma or equivalent and at least two years experience at a public water supply system. This position also requires a valid MDH D (or higher) Water Operators Certificate. The Board of Directors may waive the education and experience requirements. The Board of Directors may hire an operator trainee under the supervision of a MDH certified water operator. Until such time as trainee completes all required test and training required by MDH to obtain his certified water operators certificate.

Operational Duties:

- ☐ Adheres to MDH Minimum Operator Guidelines.
- ☐ Ensures compliance with the state and federal EPA water quality standards.
- ☐ Provides regular oral and written Operations and Maintenance Reports to the Board of Directors summarizing system status / needs.
- ☐ Maintains and supervises control over the inventory of materials, supplies, chemicals, and equipment.
- ☐ Performs routine preventative maintenance inspections of equipment; performs repairs, adjustments, and maintenance of pumps, electric motors, valves, meters, chemical feeders, blow off valves, lubricates and oils machinery, maintains gas engines and compressors, and maintains proper records of preventative maintenance work.
- ☐ Calculates water loss figures and supervises leak detection surveys when water loss age exceeds 25% of water produced.
- ☐ Responds to emergency conditions according to Boyle-Skene Water Association, Inc.'s Standard Operating Procedures.
- ☐ Emergency situations the operator is responsible for acquiring contract help to minimize customer inconvenience.

Duties Related to the Management and Administration of the System:

- ☐ Advises and assists the Board of Directors regarding repair / replacement of needed equipment.
- ☐ Develops estimates for recommended purchases of goods and services.
- ☐ Documents all maintenance activities on approved O-M Record Keeping System and presents copies of all work orders along with a statement to the Board of Directors each month for review and approval.
- ☐ Works closely with the engineers, contractors, and state regulatory officials.
- ☐ Participates with the Board of Directors and consulting engineers in planning system improvements or expansions.
- ☐ Handles customer inquiries and complaints related to water service or billing questions.

Required Knowledge and Skills:

- ☐ Extensive knowledge of the methods, practices, tools, and materials used in the operation, maintenance, and repair of water storage, treatment, and distribution equipment and machinery, including but not limited to:
 - ☐ Extensive knowledge of chlorination disinfection and corrosion control equipment and required discharge rates.
 - ☐ Working knowledge of the mechanics of pumps and other electrical equipment and machinery.
 - ☐ Ability to learn plant electrical systems, power circuit changes, and circuit breaker resets.
 - ☐ Ability to perform basic chemical tests.
 - ☐ Ability to detect and diagnose faulty operation of equipment and make corrections.
- ☐ Thorough knowledge of the equipment, tools, and procedures used in installing and repairing water mains, services, blow off valves, and meters.
- ☐ Knowledge of applicable laws and safety regulations for crew and public safety and the proper use of chlorine and other hazardous chemicals.
- ☐ Ability to plan, organize, and supervise the operation, maintenance, and repair of the utility's storage, treatment and distribution systems, and the organizational skills necessary for scheduling daily activities.
- ☐ Ability to establish and maintain effective working relationships with the Board of Directors, staff, contractors, engineers, government and regulatory officials, and the customers.

Month of _____ 20____

Date of Flushing	Length of Time Flushed	Location of Flushing	Pressure	Orifice Size	Est. Gallons Flushed	Comments or Follow-up Actions Required
07/01/97	10 minutes	Plug #34, Hwy 552	40 psi	2.5"	7,200 gal	Seat leaking - schedule rep
Quick Flow Rate Conversion Chart						
Orifice Diameter	Typical Application	Dynamic Pressure	Gallons per Minute			
¾"	Meter Base	60 psi	79 GPM			
¾"	Meter Base	40 psi	64 GPM			
1.5"	Blow Off Valve	60 psi	316 GPM			
1.5"	Blow Off Valve	40 psi	260 GPM			
2.5"	Flush Plug / Hydrant	60 psi	880 GPM			
2.5"	Flush Plug / Hydrant	40 psi	720 GPM			

Month of _____ 20__

1. Water Accountability

Total Water Produced

Total Water Sold

Gross Water Lossage

Estimated Water Flushed or (Used for Fire Protection)

Adjusted Water Lossage (Unaccountable Water)

Total Percent Water Lossage

A_____ Total Gallons Produced

B	Total Gallons Sold
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C _____ Gallons Lost (A-B)

D _____ Gallons Flushed

E _____ Gallons Unaccounted

F _____ (E / {A/100})

2. General Customer Information

A. Water Connections

1. Total Active Water Connections Last Month

2A1 _____ **Current Water Actives**

2. Total Active Water Connections This Month

2A2 Last Month's Water Actives

3. Total Inactive Water Connections This Month

2A3 Current Water Inactives

Net Increase (Decrease) in Active Connections

G _____ Active Increase (Decrease)

3. General Maintenance Information & Supplemental Data

A. Number of New Meter Installations

B. Number of Reconnections

C. Number of Terminations

D. Number of Main Line Leak Repairs

E. Number of Service Line Leak Repairs

F. Number of Meter Leak Repairs

G. Number of Meter Replacements

H. Number of Line Flushings

I. Average Free Chlorine Residual

J. SDWA Required Sample Results (Pass/Fail)

4. General Comments:

Name of Person Completing Report	Signature	Date

CERTIFICATION OF ADOPTION

I hereby certify that the above Boyle-Skene Water Association, Inc. General Policies were adopted by a motion properly made, seconded, and approved by the Boyle-Skene Water Association, Inc. Board of Directors on the _____ day of _____ 2012 A.D. with the effective date being _____ day of _____ 2013 A.D.
I further certify that the policy remains in force, has not been amended, or rescinded.

Certified Record of Vote: _____ voting "Yes", _____ voting "No", _____ Abstaining or Absent.

Directors voting "Yes"

Directors voting "No"

Directors Absent or Abstaining

(b) (6), (b) (7)(C)

11-19-13
Date

Boyle-Skene Water Association, Inc.